

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
330030	NEWARK-WAYNE COMMUNITY HOSPITAL	111 DRIVING PARK AVENUE
330037	LAKESIDE MEMORIAL HOSPITAL	156 WEST AVENUE
330053	MEDINA MEMORIAL HOSPITAL	200 OHIO STREET
330058	GENEVA GENERAL HOSPITAL	196 -198 NORTH STREET
330073	UNITED MEMORIAL MEDICAL CENTER	127 NORTH STREET
330074	F F THOMPSON HOSPITAL	350 PARRISH STREET
330125	ROCHESTER GENERAL HOSPITAL	1425 PORTLAND AVENUE
330164	HIGHLAND HOSPITAL	1000 SOUTH AVENUE
330226	UNITY HOSPITAL OF ROCHESTER	1555 LONG POND ROAD
330238	NICHOLAS H NOYES MEMORIAL HOSPITAL	111 CLARA BARTON STREET
330265	CLIFTON SPRINGS HOSPITAL AND CLINIC	2 COULTER ROAD
330285	STRONG MEMORIAL HOSPITAL	601 ELMWOOD AVE
330403	MONROE COMMUNITY HOSPITAL	435 EAST HENRIETTA ROAD

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Address 2	Address 3	City	State
		NEWARK	NY
		BROCKPORT	NY
		MEDINA	NY
		GENEVA	NY
		BATAVIA	NY
		CANANDAIGUA	NY
		ROCHESTER	NY
		ROCHESTER	NY
		ROCHESTER	NY
		DANSVILLE	NY
		CLIFTON SPRINGS	NY
		ROCHESTER	NY
		ROCHESTER	NY

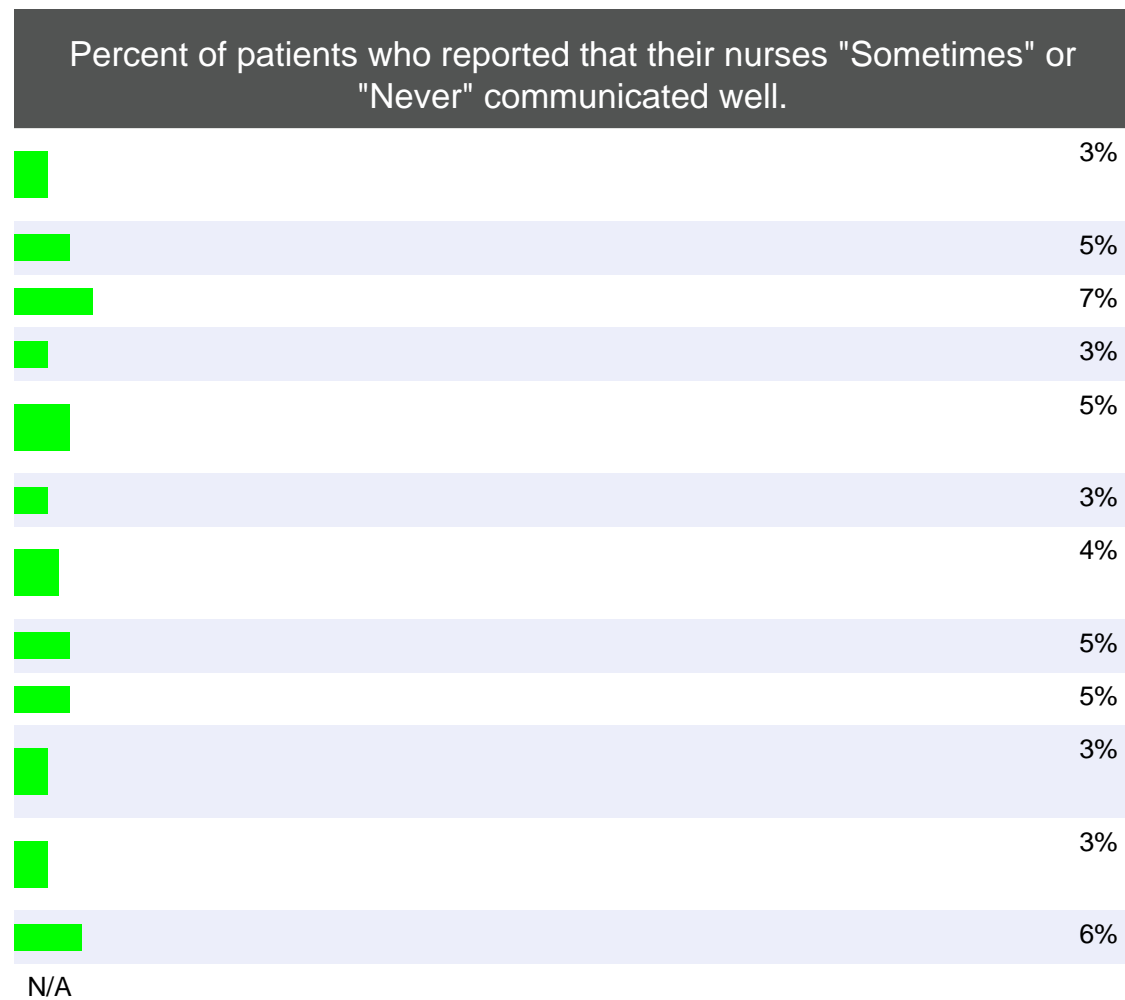
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ZIP Code	County Name	Phone Number
14513	WAYNE	3153322022
14420	MONROE	5856373131
14103	ORLEANS	5857988111
14456	ONTARIO	3157874175
14020	GENESEE	5853436030
14424	ONTARIO	5853966000
14621	MONROE	5859224000
14620	MONROE	5854732200
14626	MONROE	5857237000
14437	LIVINGSTON	5853356001
14432	ONTARIO	3154629561
14642	MONROE	5852752121
14620	MONROE	5857606500

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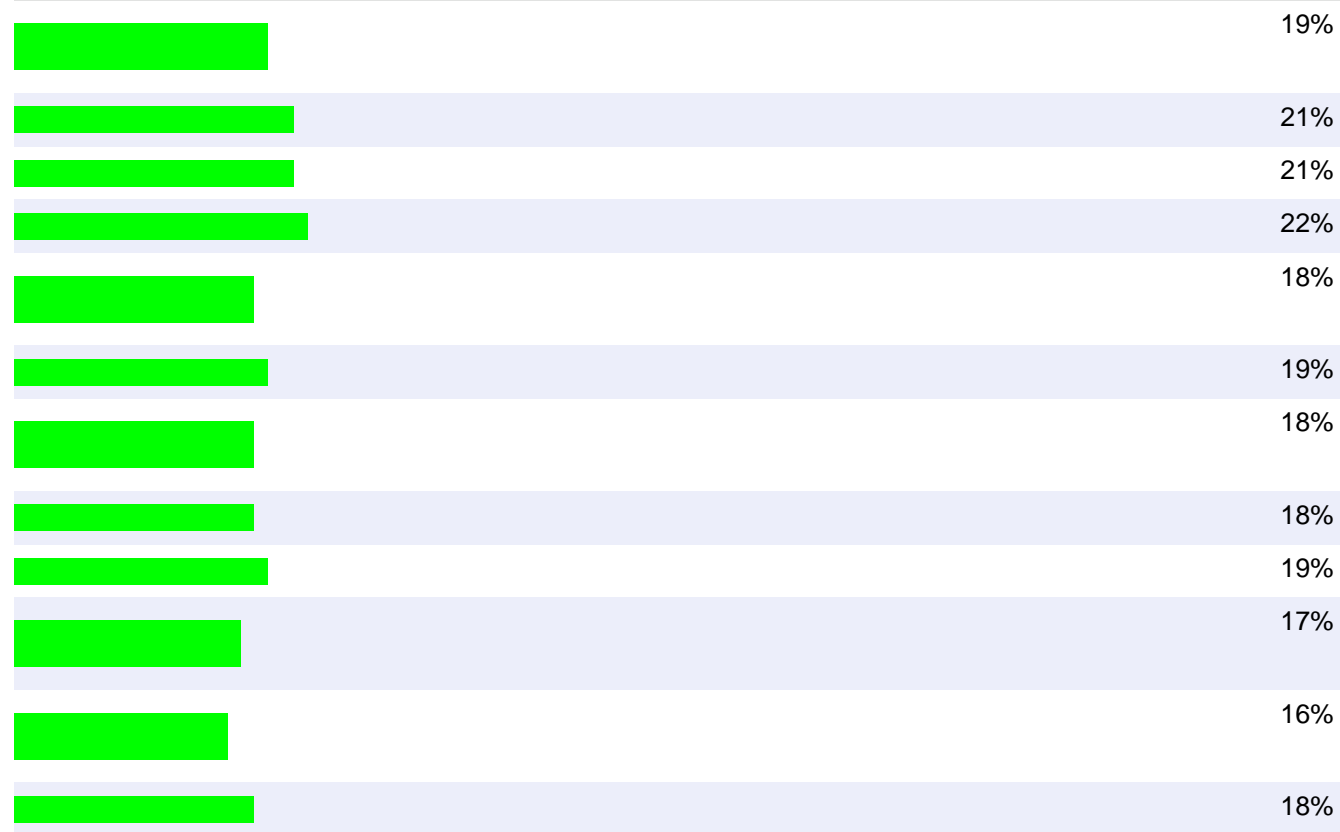
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.



N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

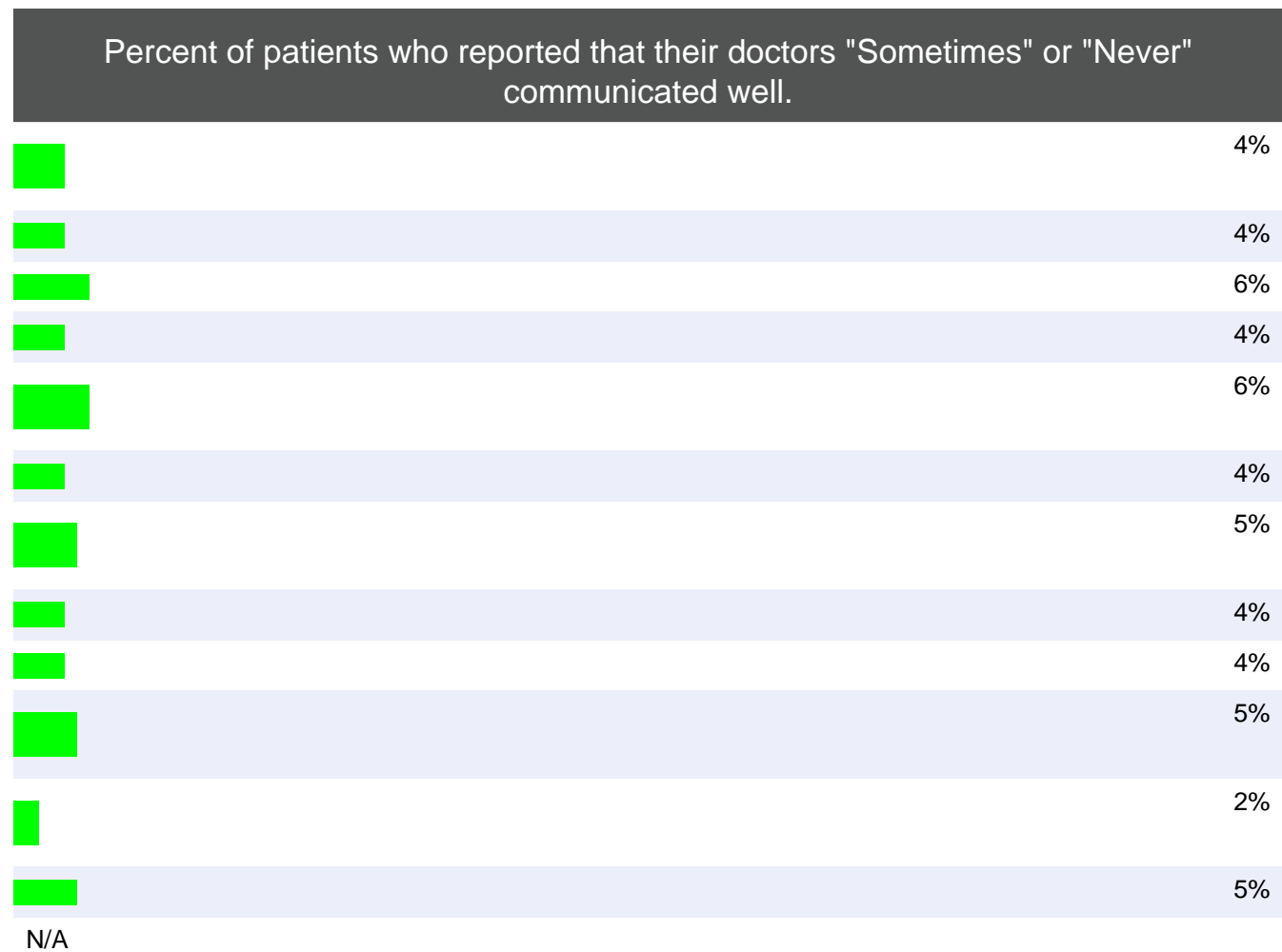
Percent of patients who reported that their nurses "Always" communicated well.



N/A

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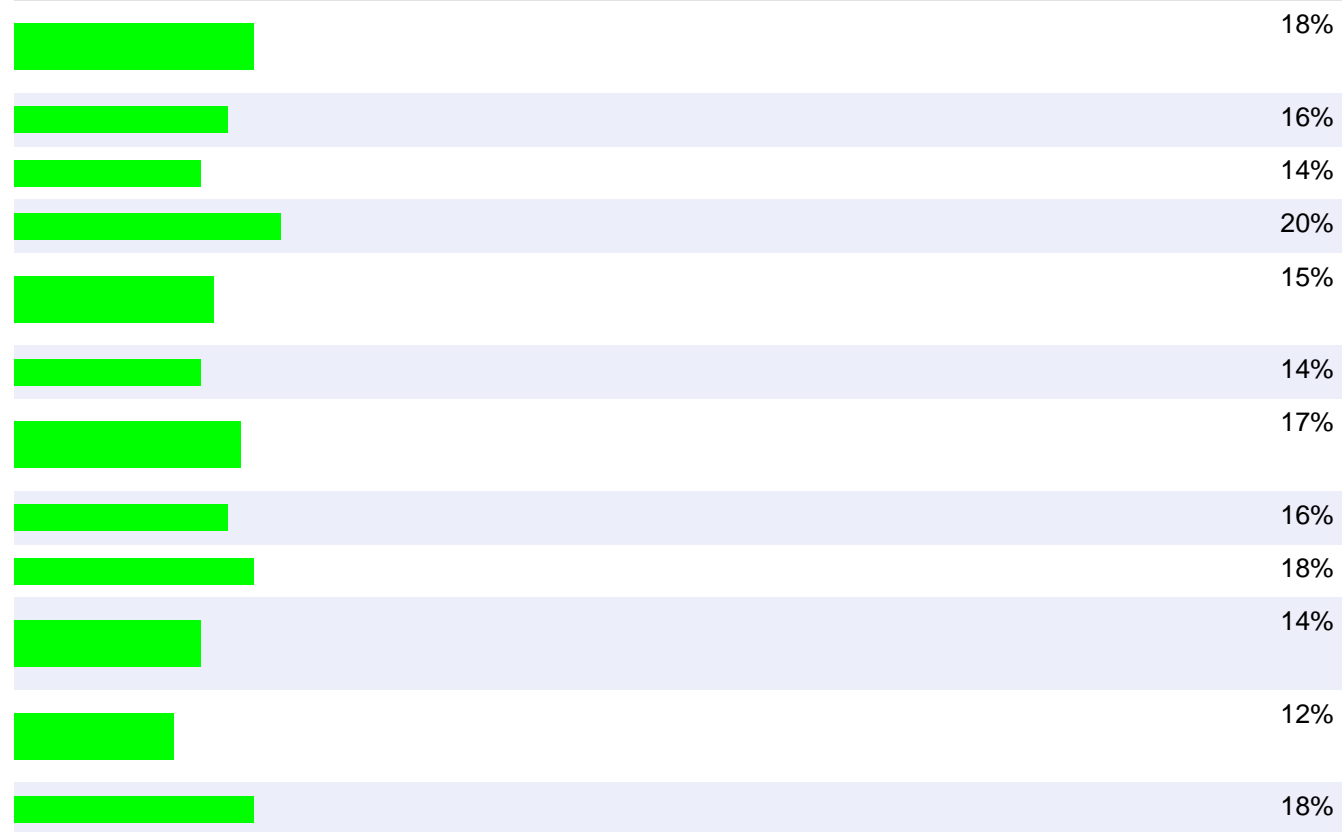
Based on Survey of Patients' Hospital Experiences (HCAHPS)



HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.



N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Always" communicated well.

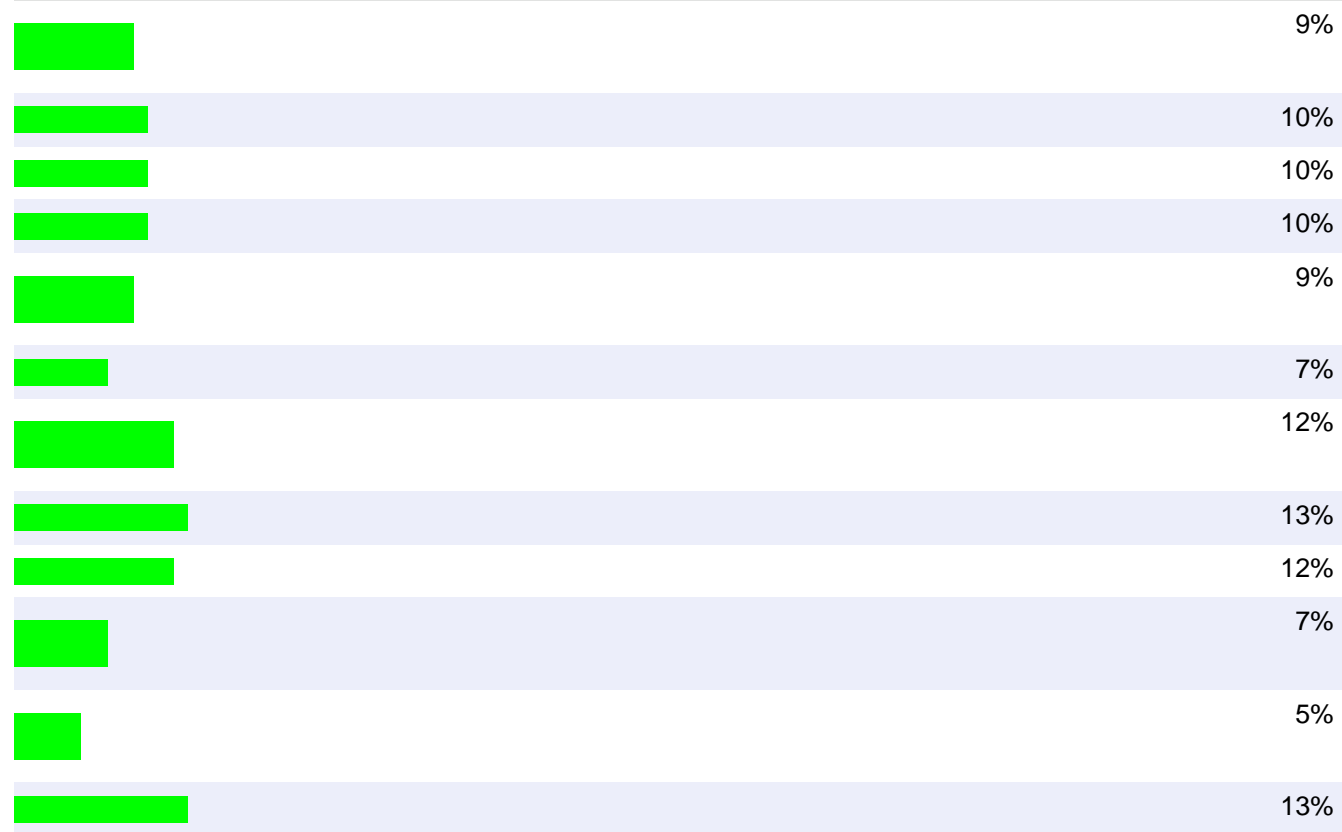


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.

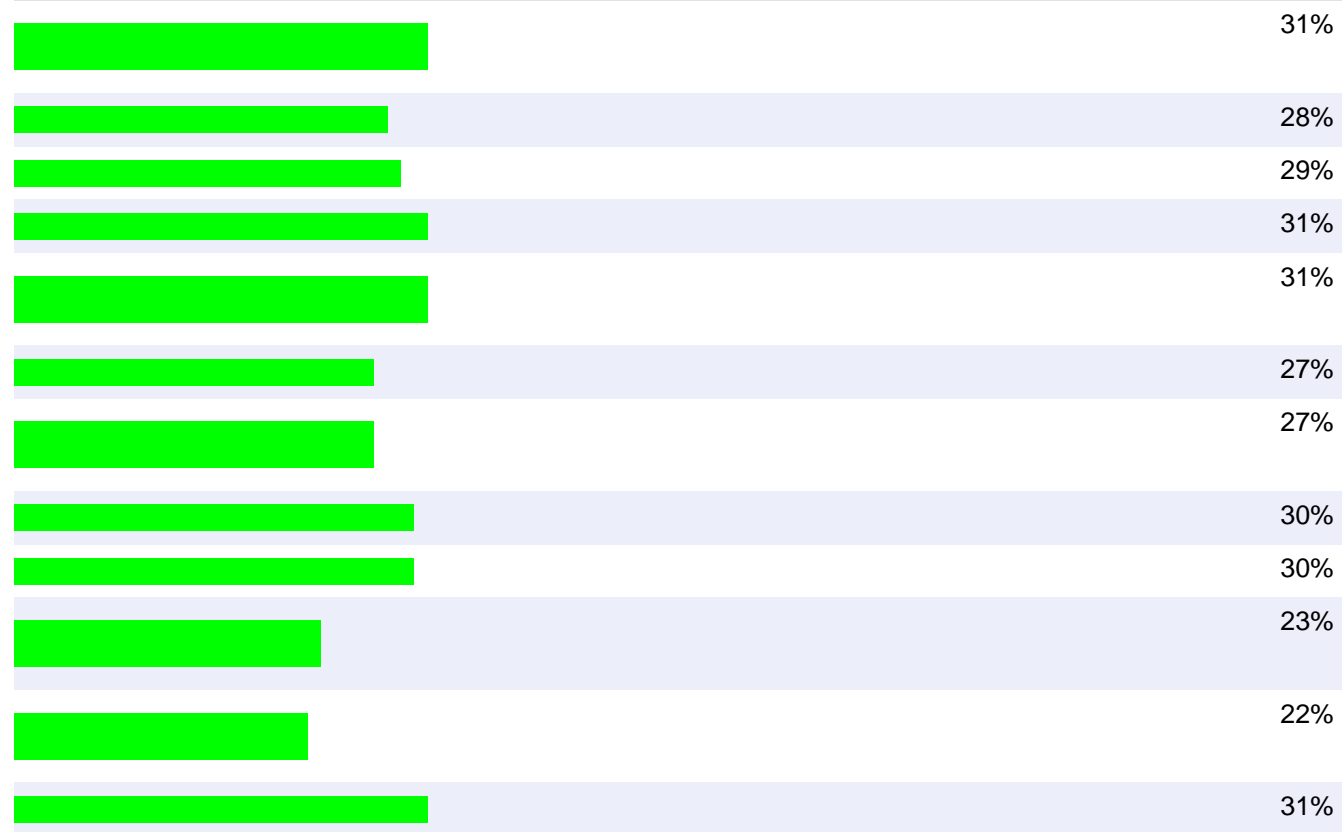


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Usually" received help as soon as they wanted.



N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.

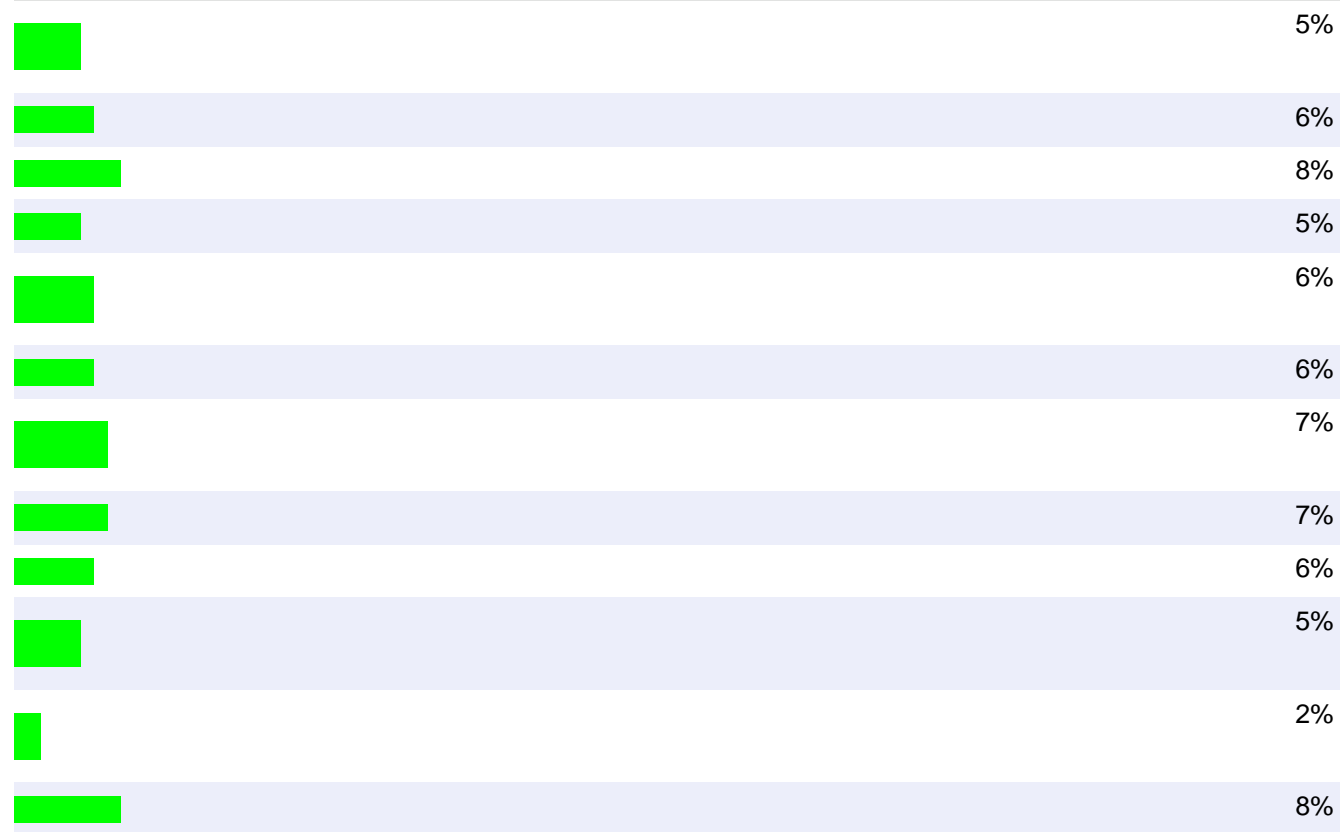


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.

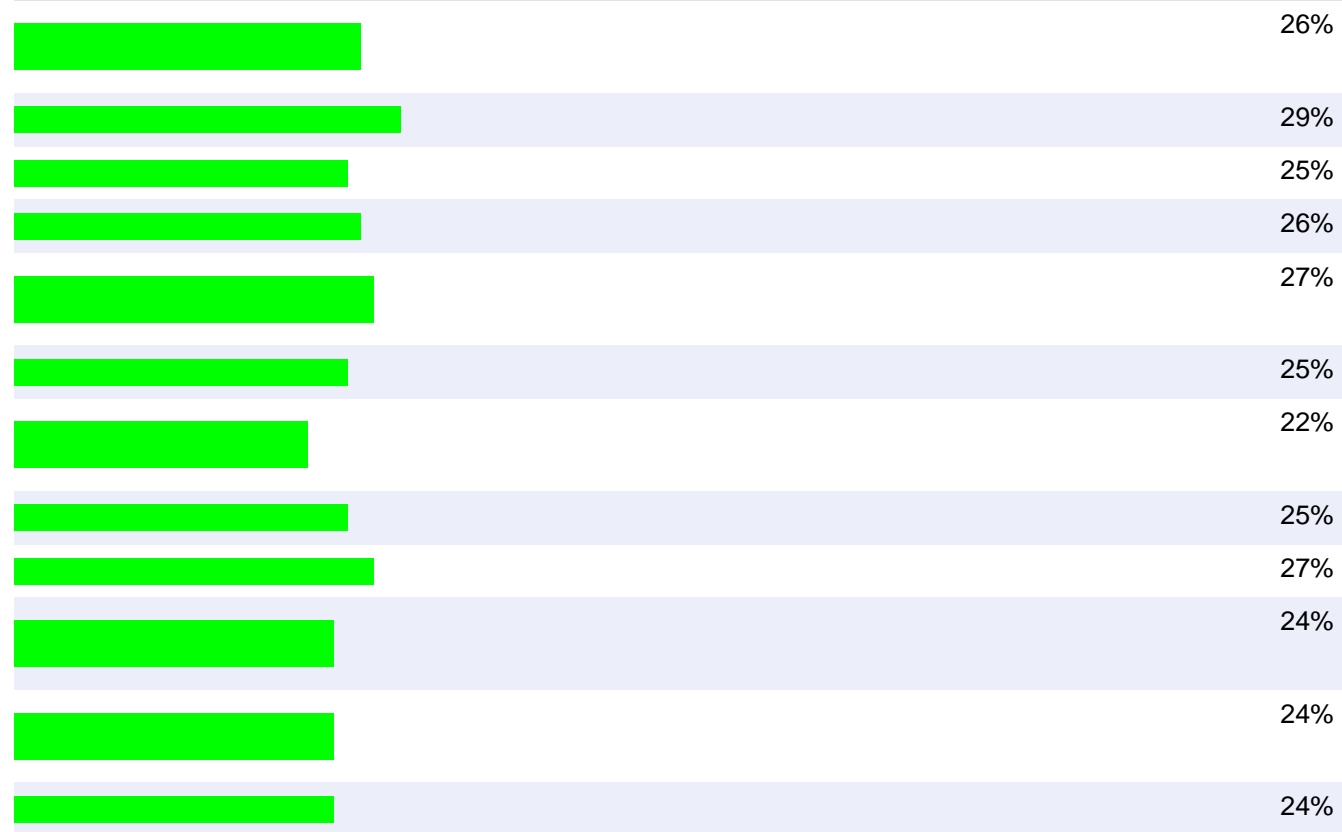


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Usually" well controlled.



N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Always" well controlled.

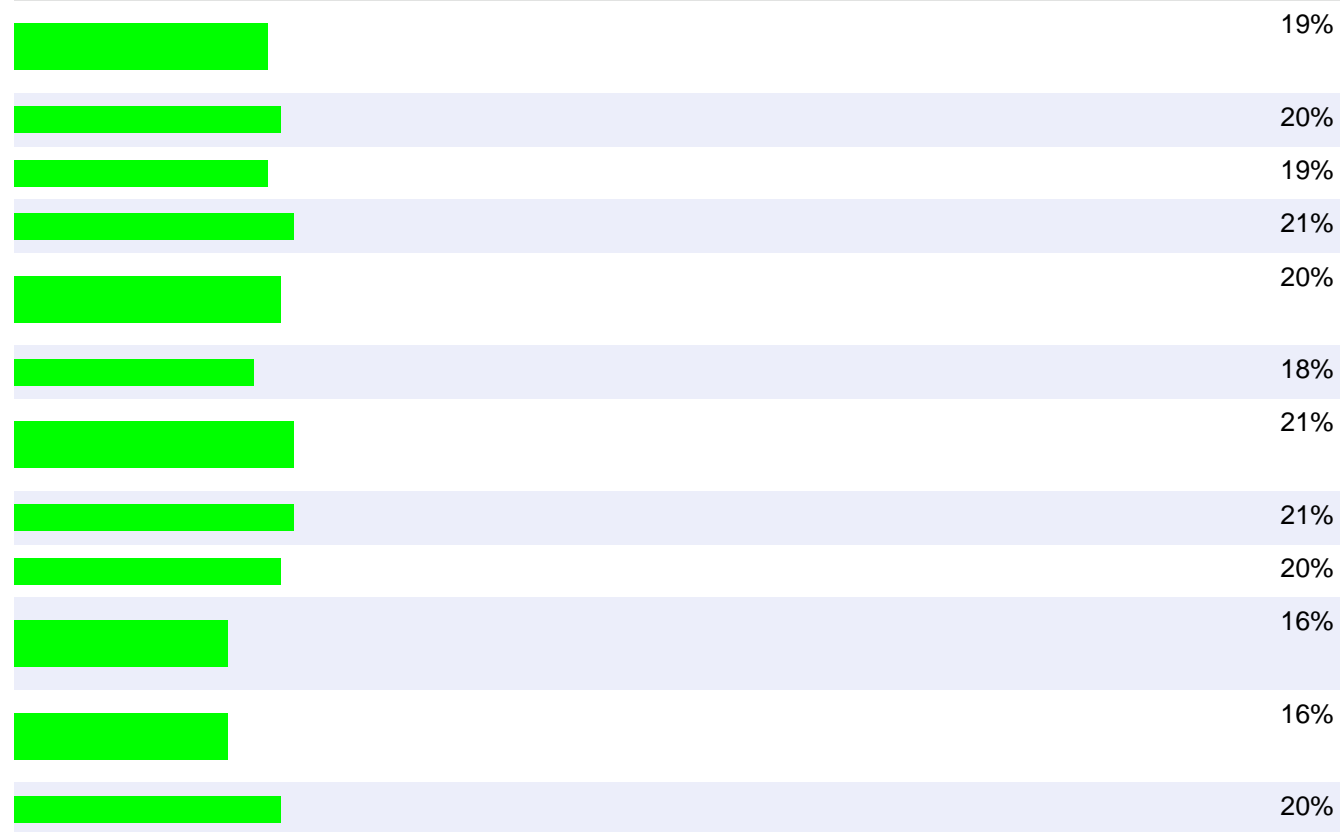


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

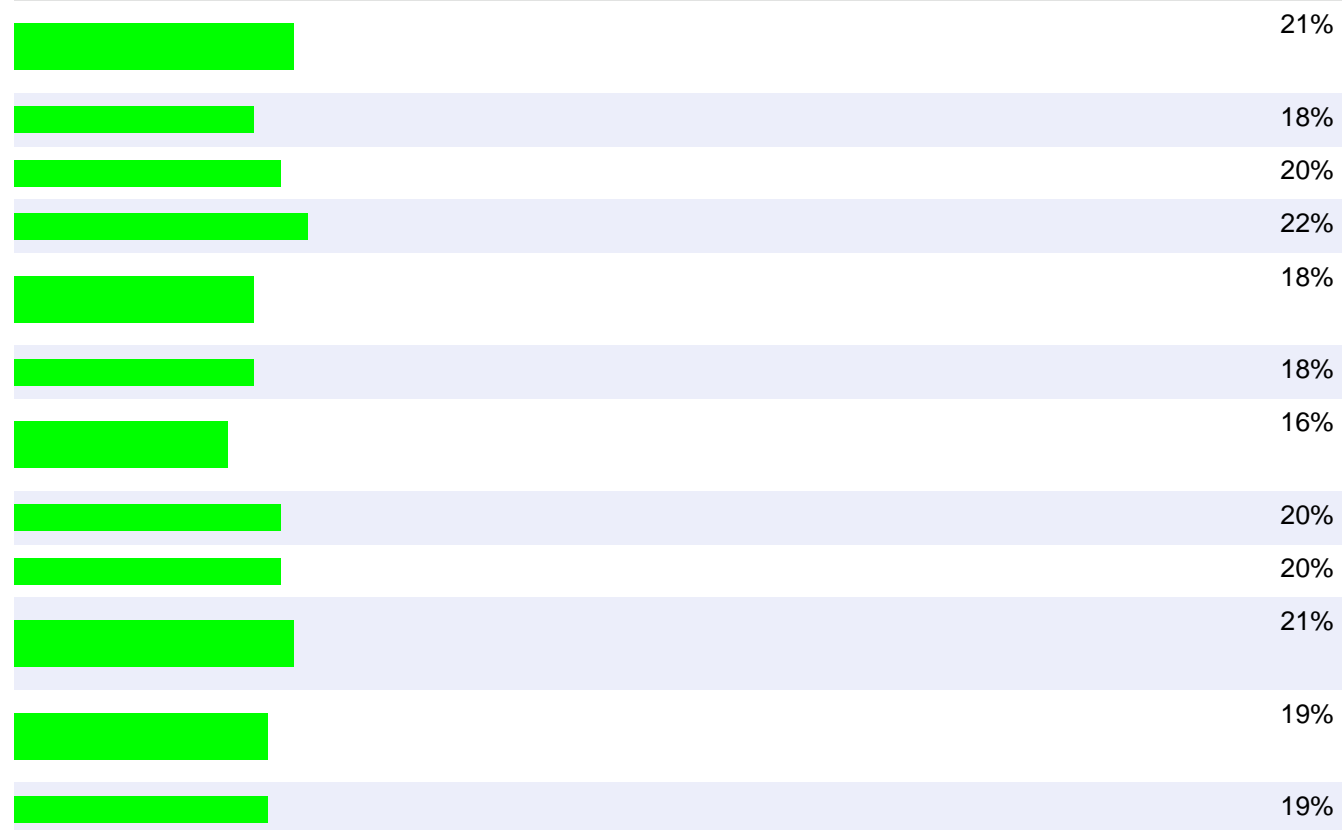


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.

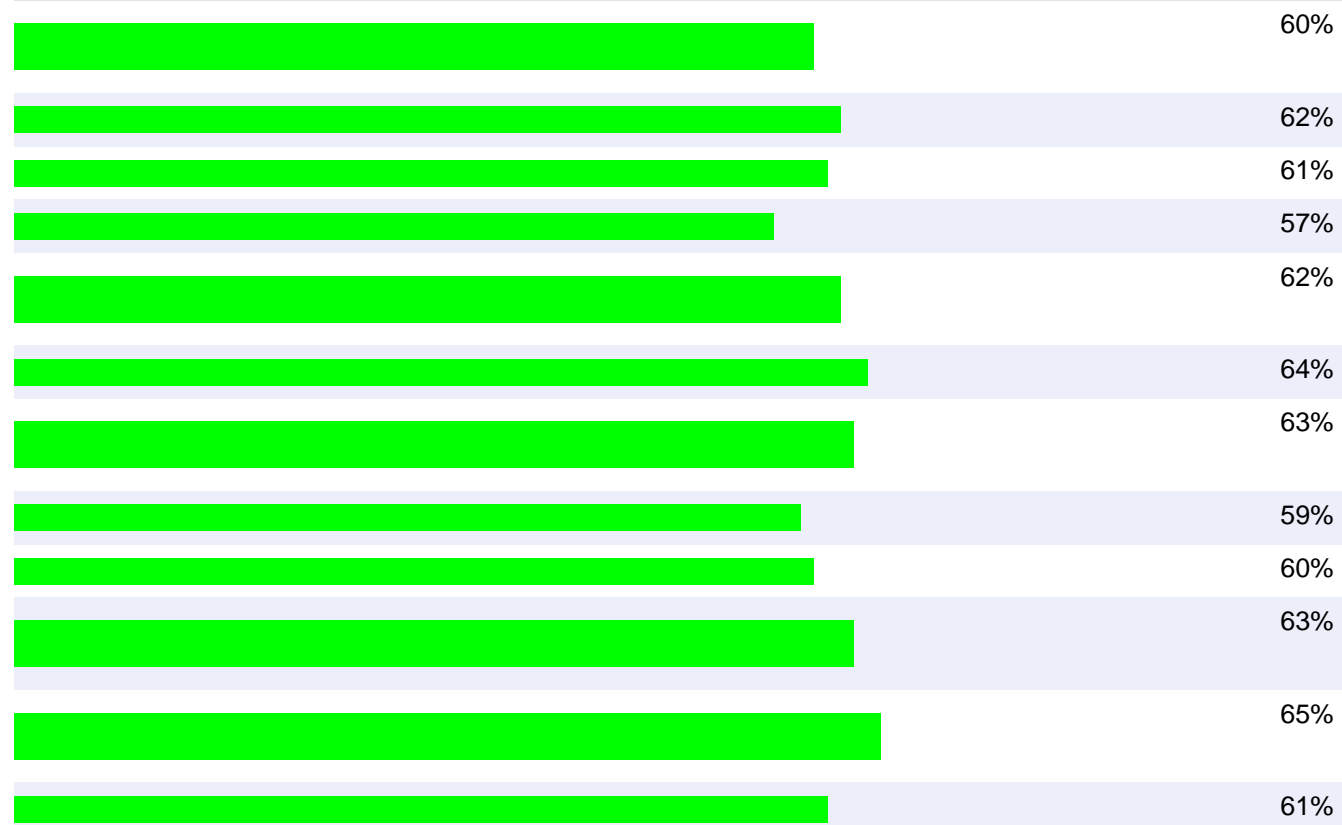


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

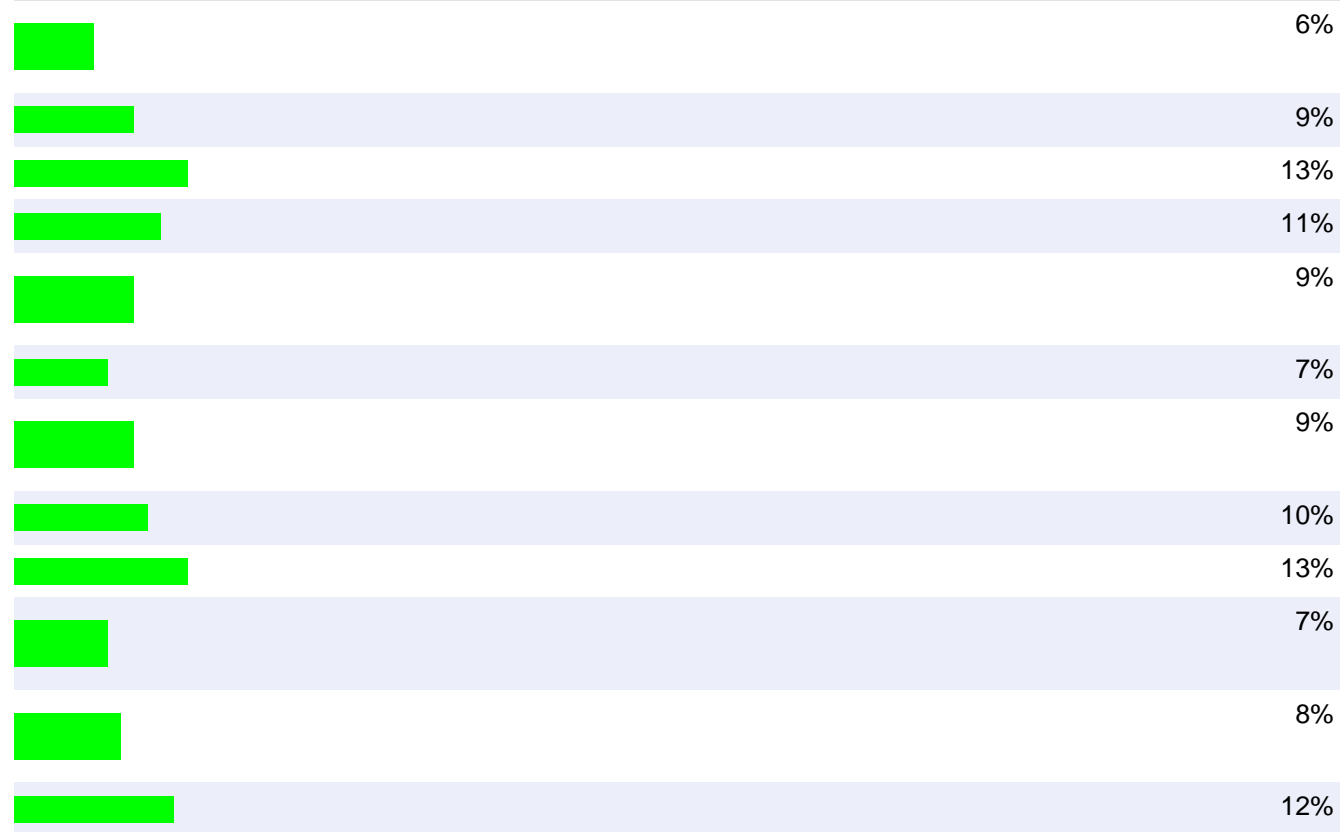


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.

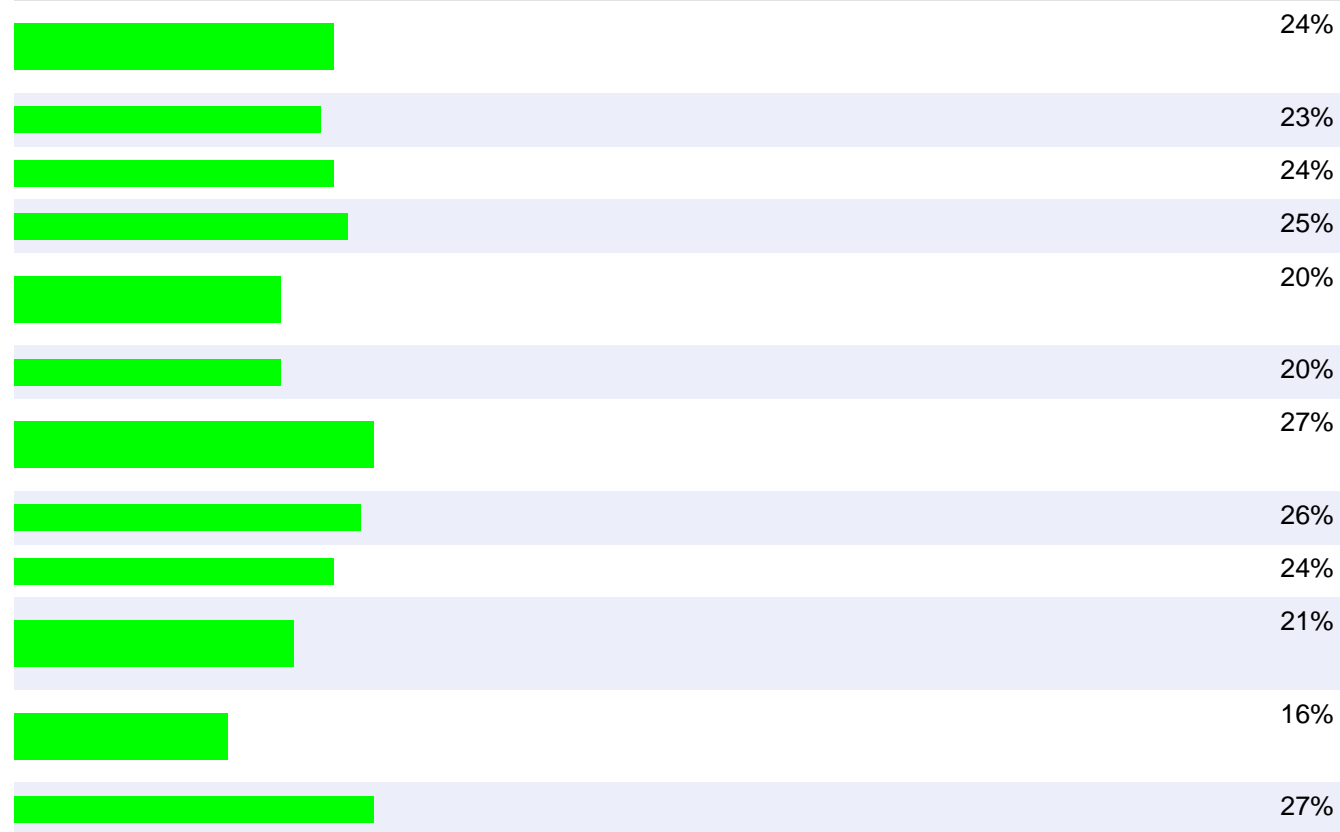


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.

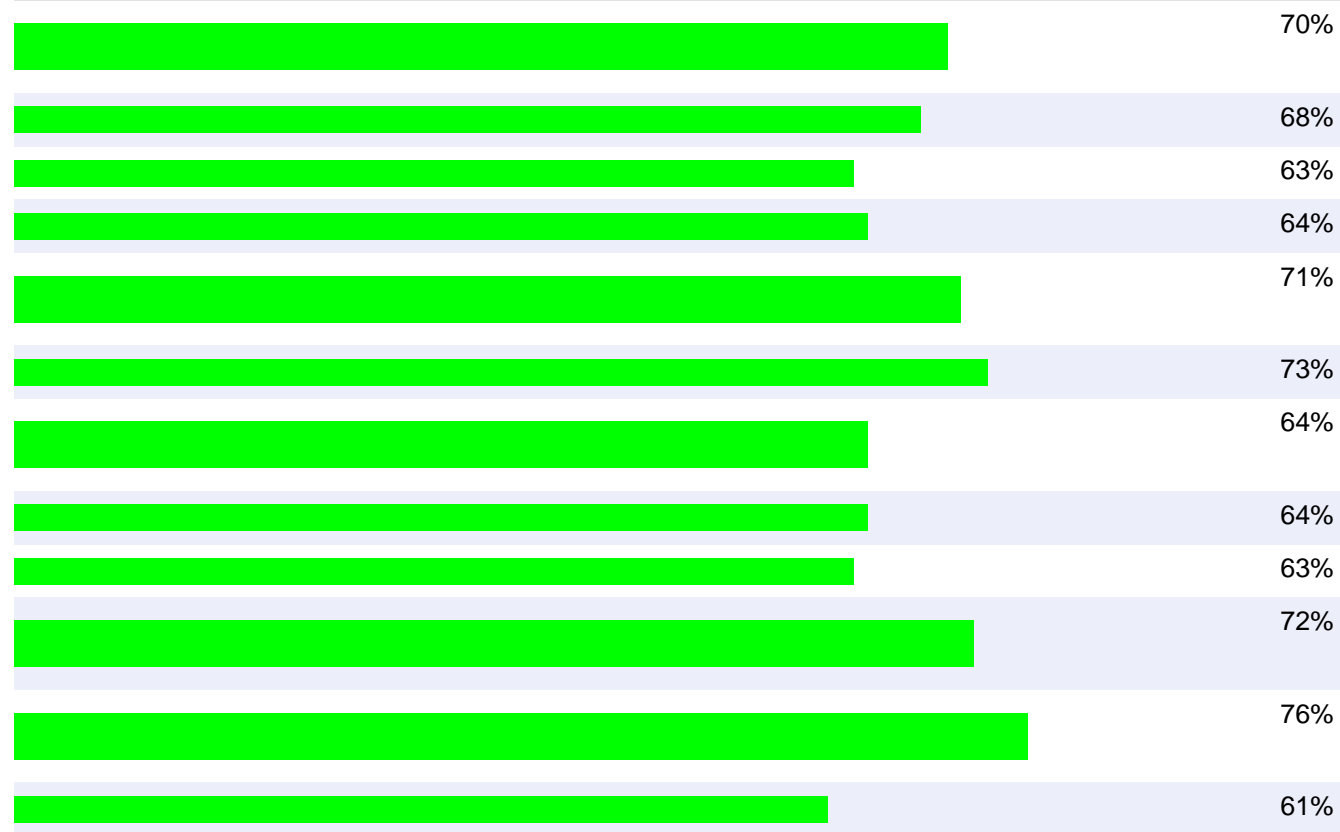


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Always" clean.

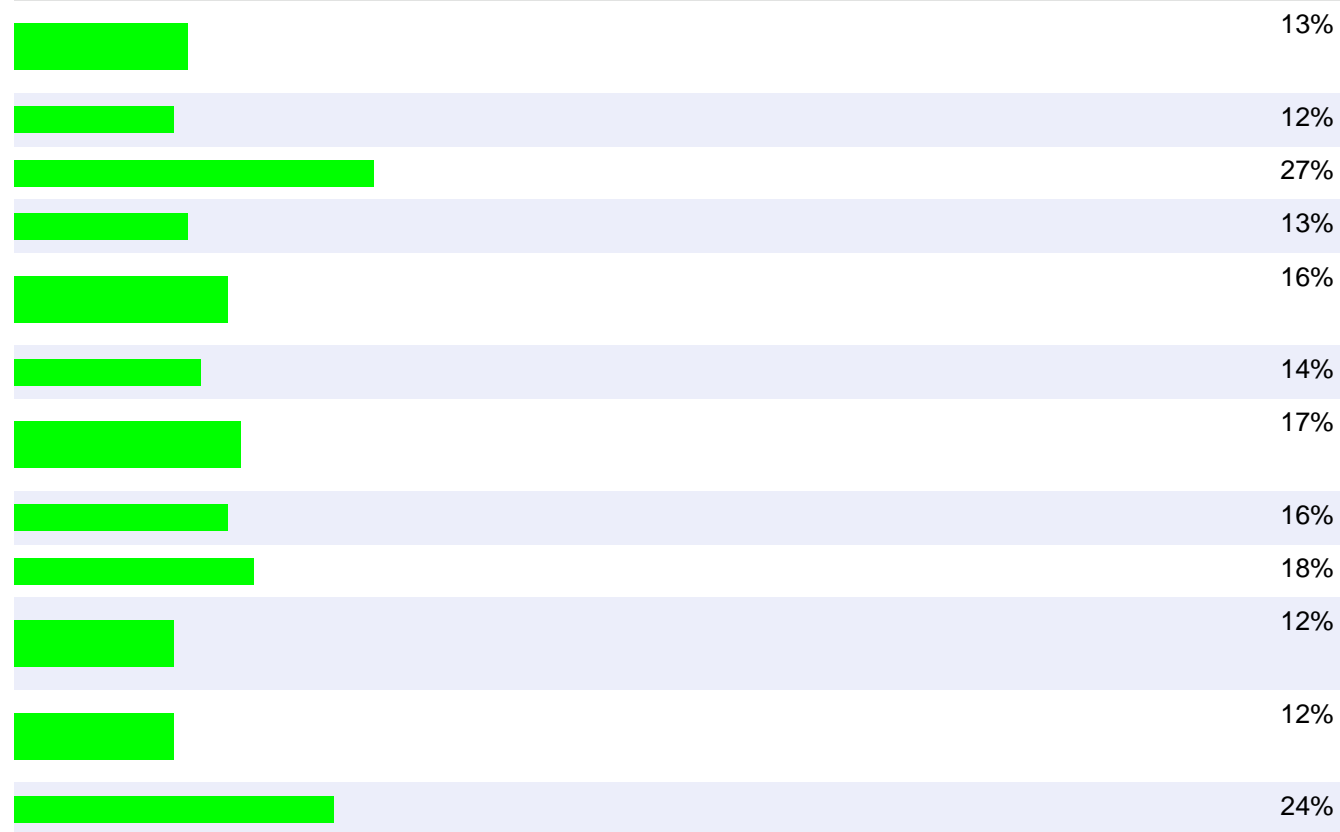


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.

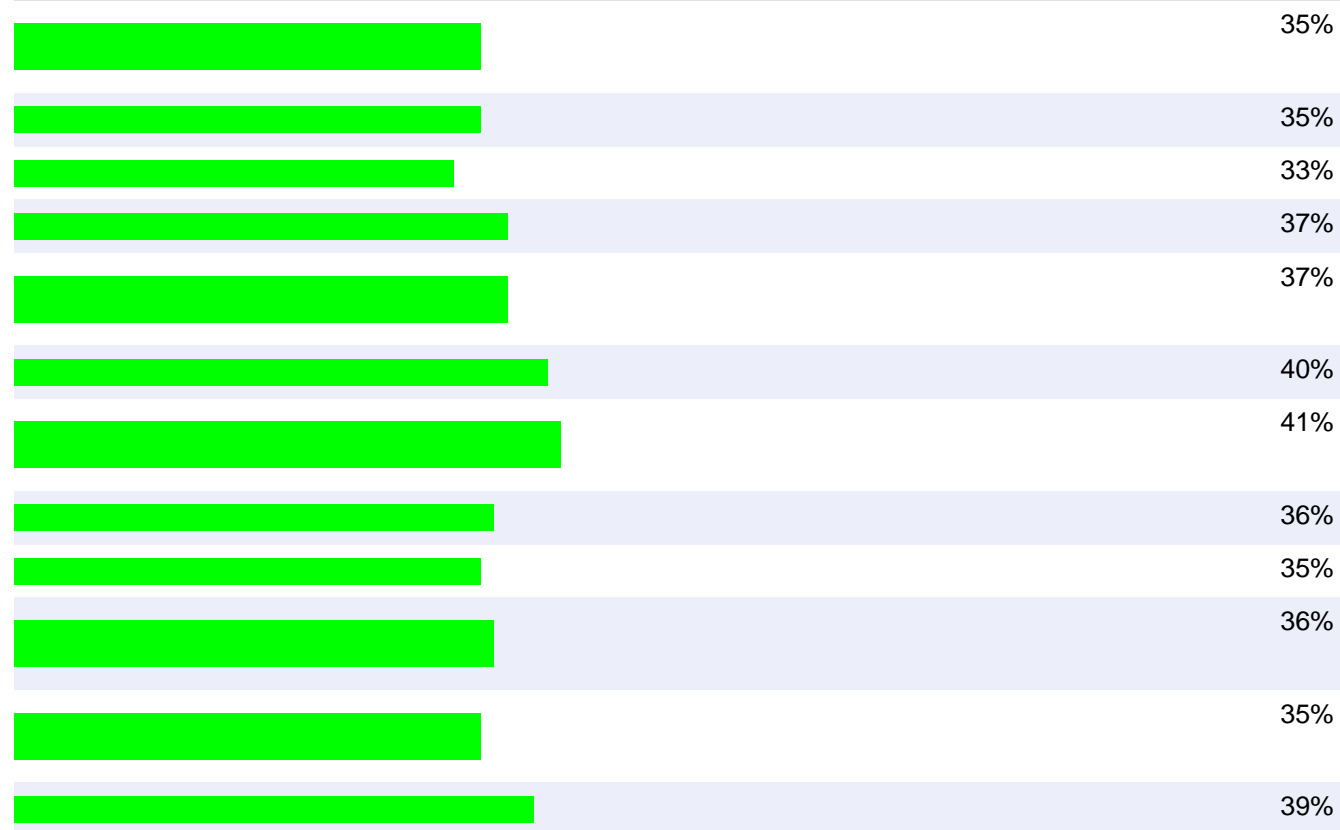


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that YES, they were given information about what to do during their recovery at home.

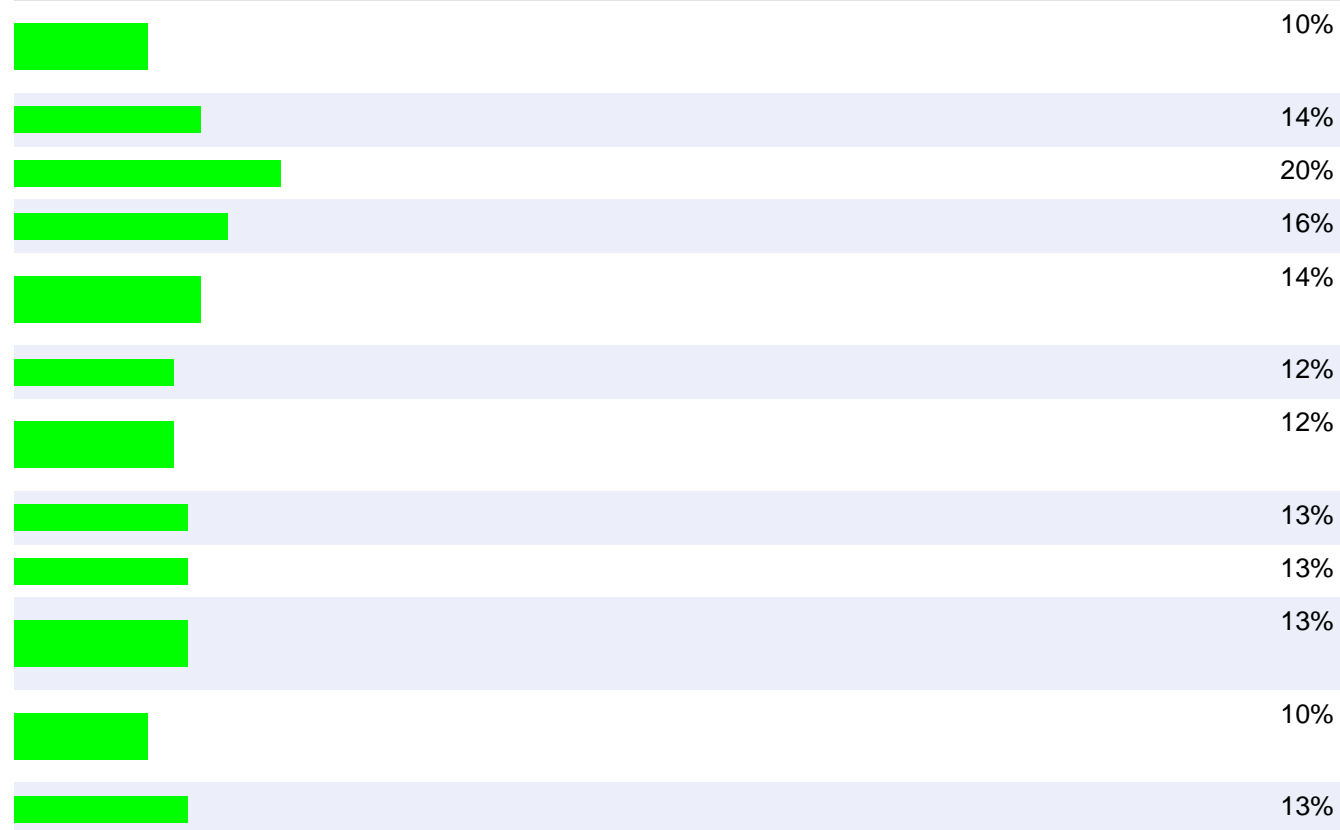


N/A

HCAHPS Monroe County and five surrounding

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they were not given information about what to do during their recovery at home.

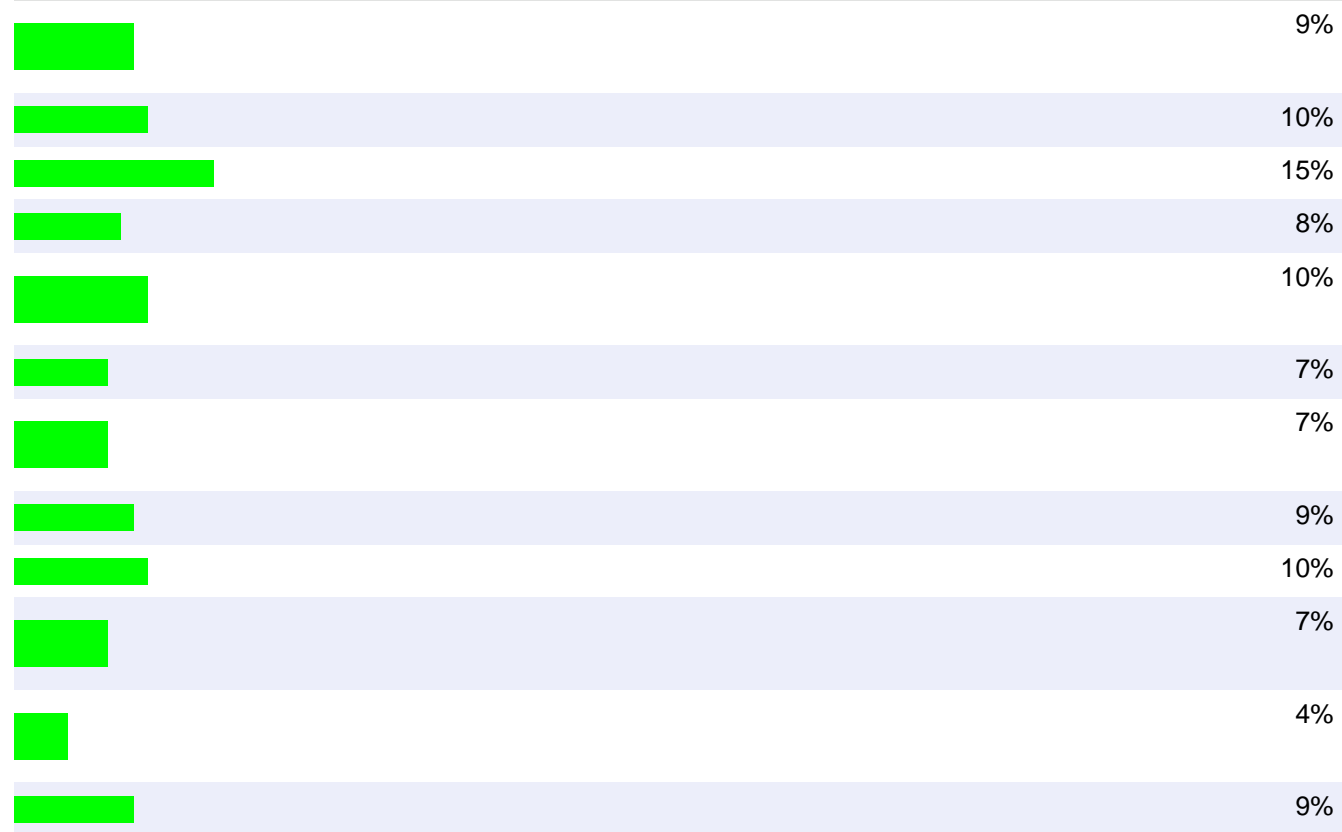


N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).

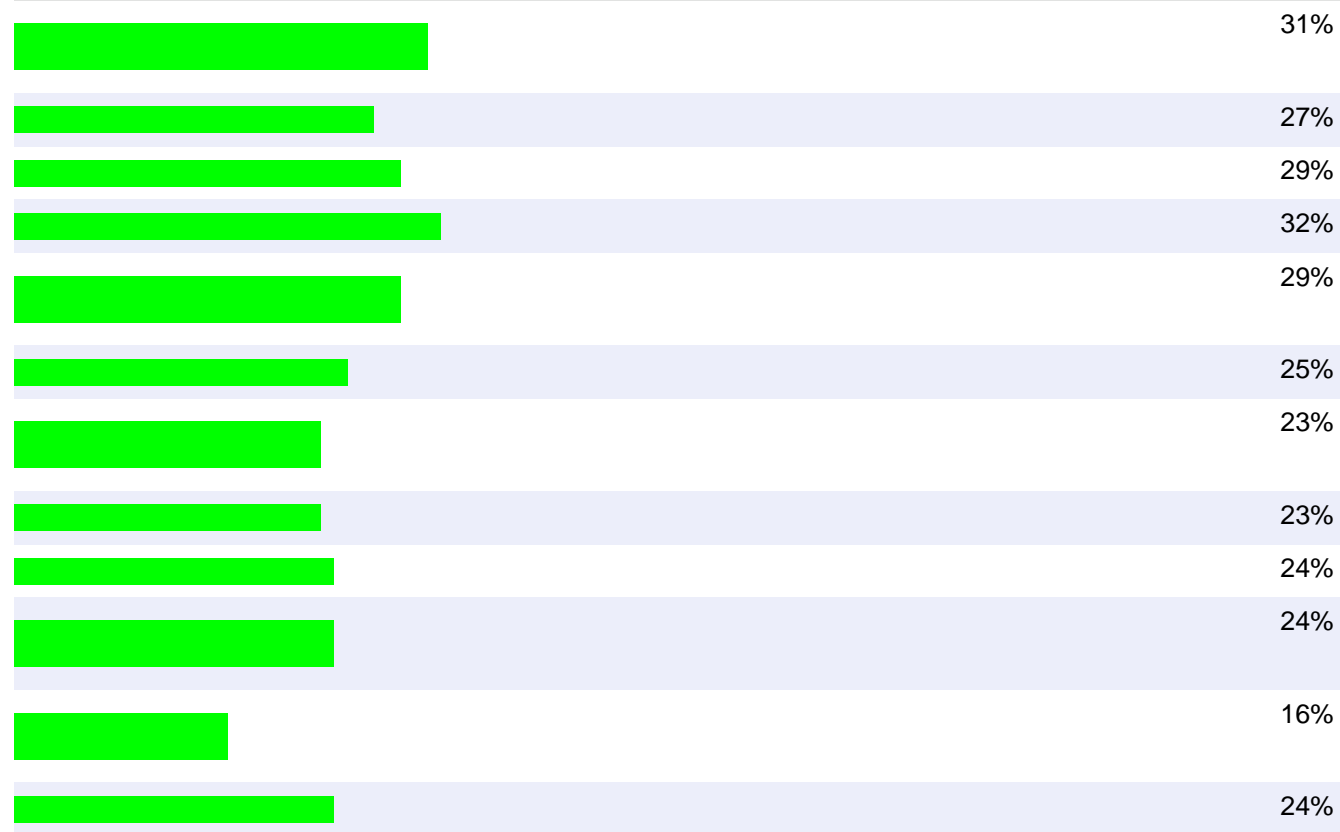


N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

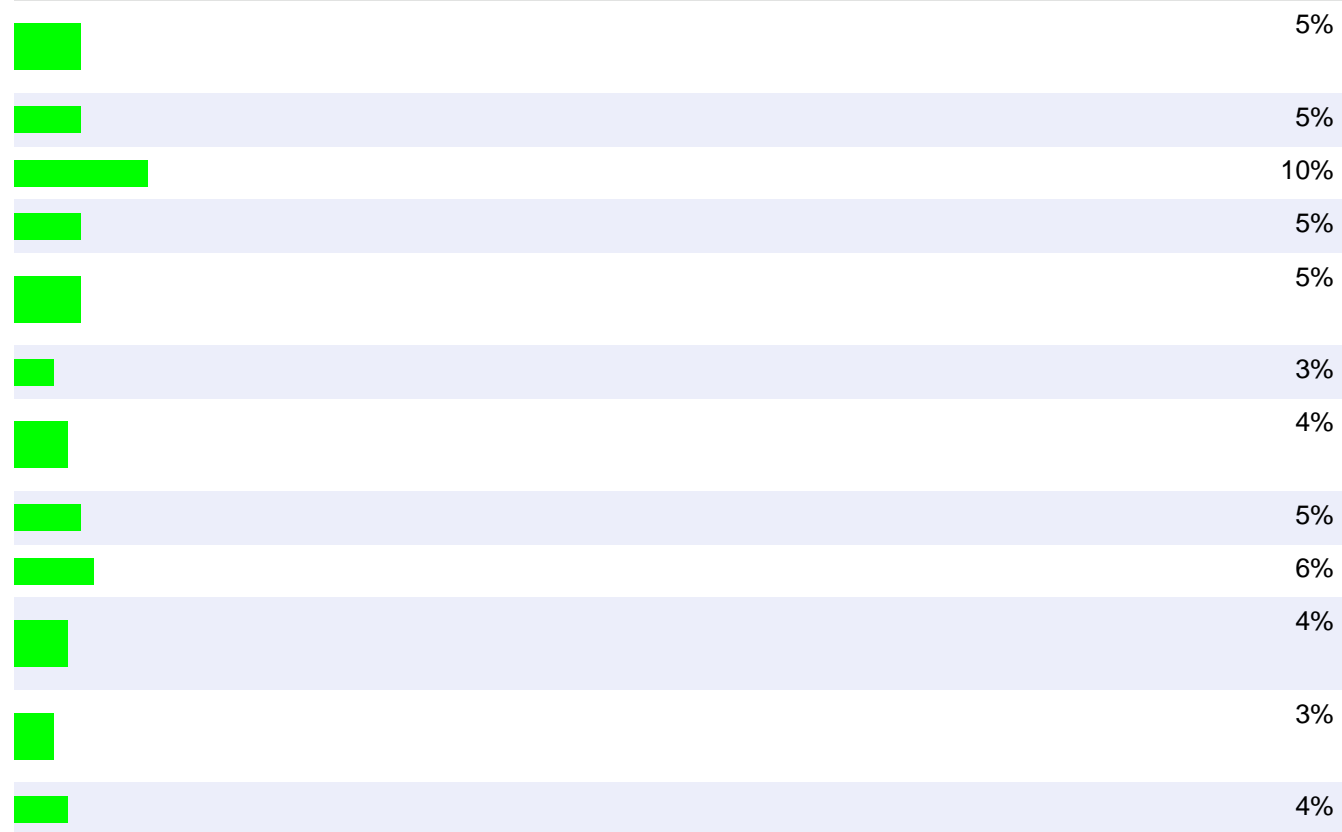


N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO, they would not recommend the hospital.

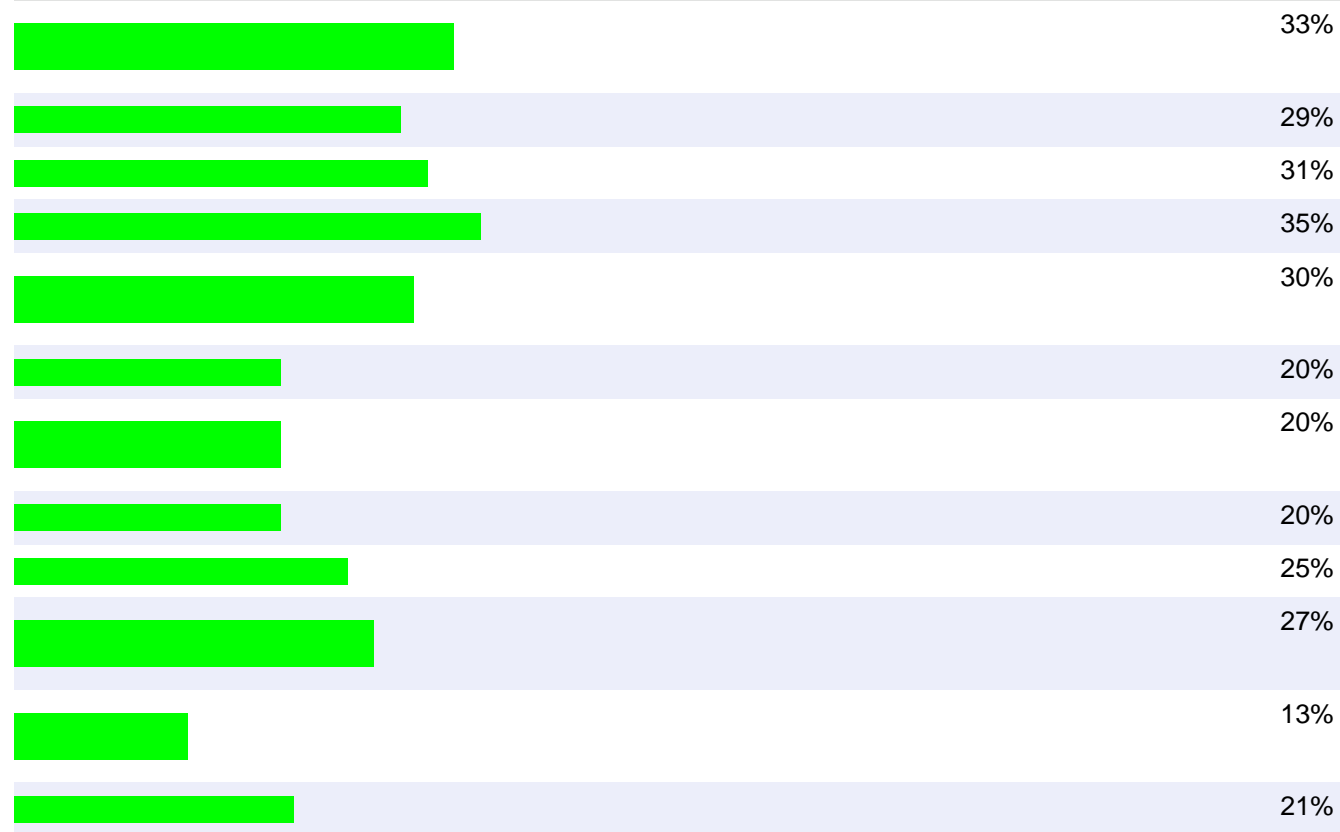


N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would probably recommend the hospital.



N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.



N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Number of Completed Surveys

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more


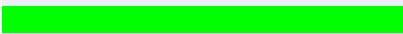










300 or more

300 or more

N/A

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Survey Response Rate Percent	Hospital Footnote
	35% There were discrepancies in the data collection process
	37%
	49%
	33%
	43%
	43%
	40% There were discrepancies in the data collection process
	39%
	35%
	41%
	44%
	36%
N/A	No or very few patients were eligible for the HCAHPS survey